



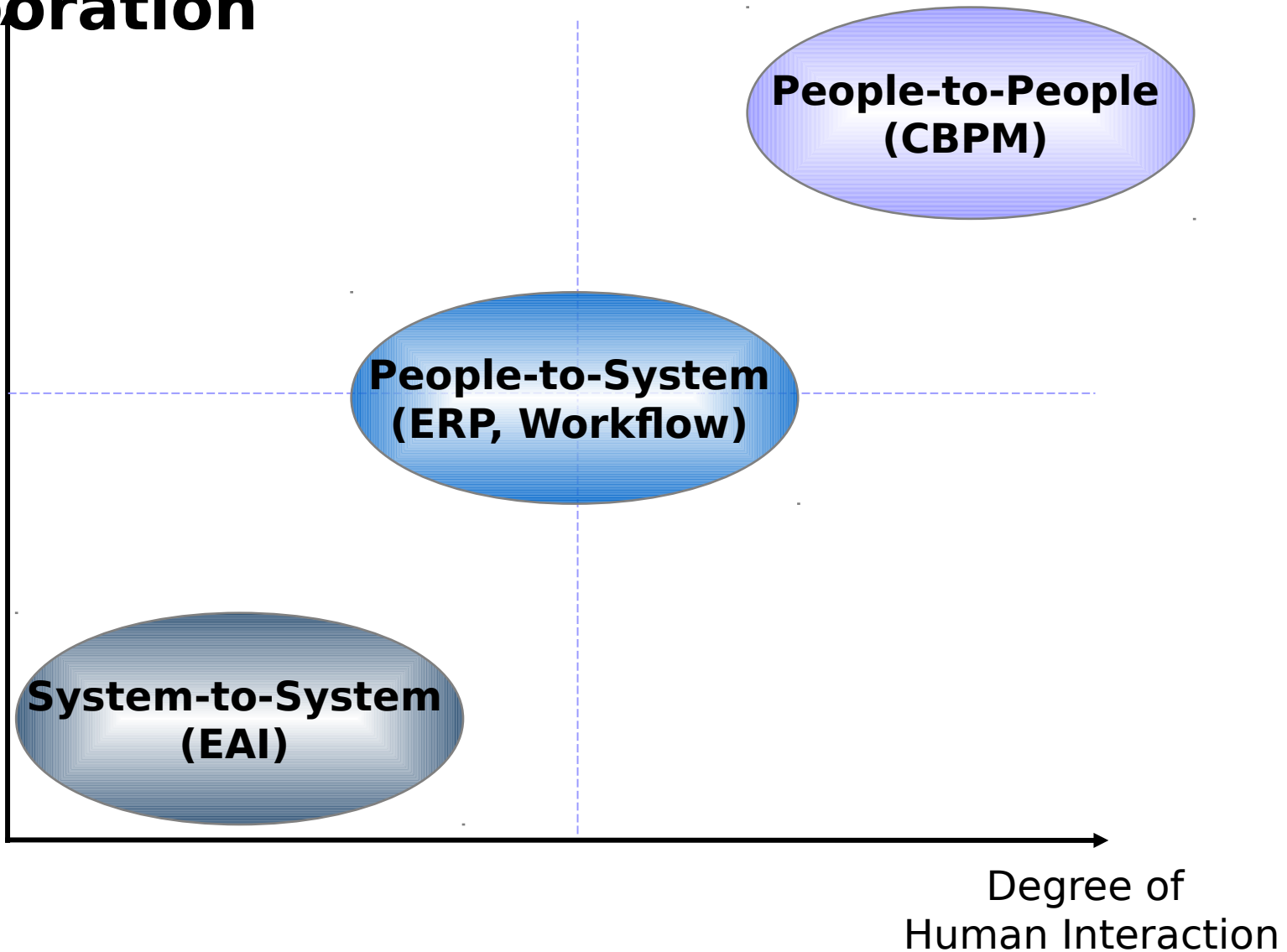
Zaplet 3

Streamlining Collaborative Business Processes
NMCI Symposium
June 17, 2003

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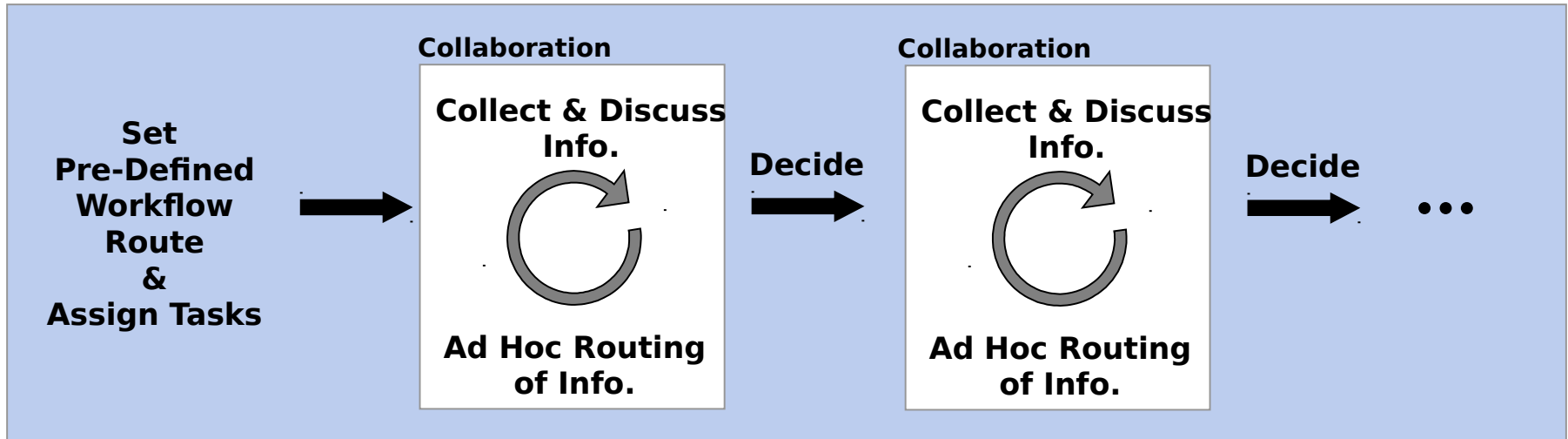
Increasing Effectiveness through Collaboration

Increased
Effectiveness



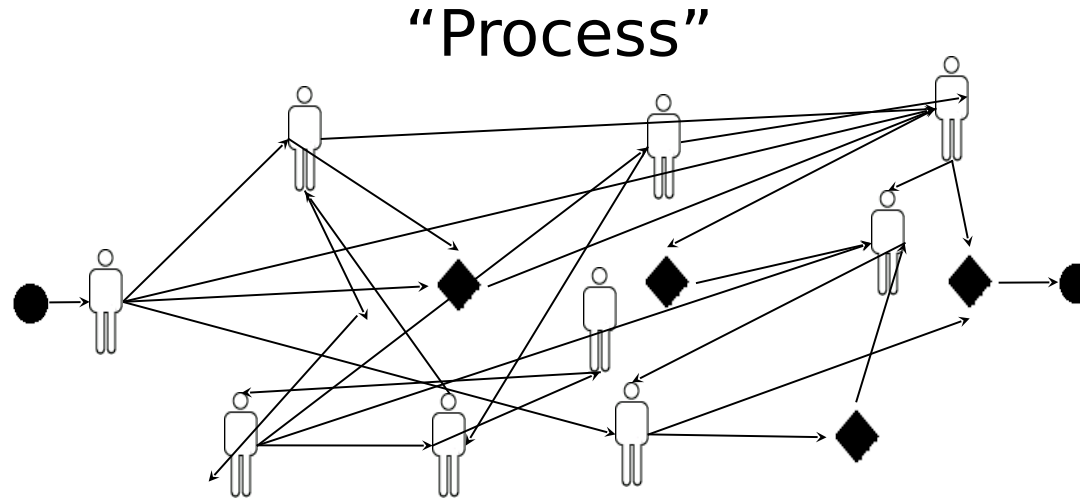
What is a Collaborative Business Process?

Business Process



- A sequence of collaborative steps that require business users to work together to complete a task.
- During the collaborative step information is collected, discussed, shared and routed in an ad hoc way. The information collected influences the decisions made throughout the business process.

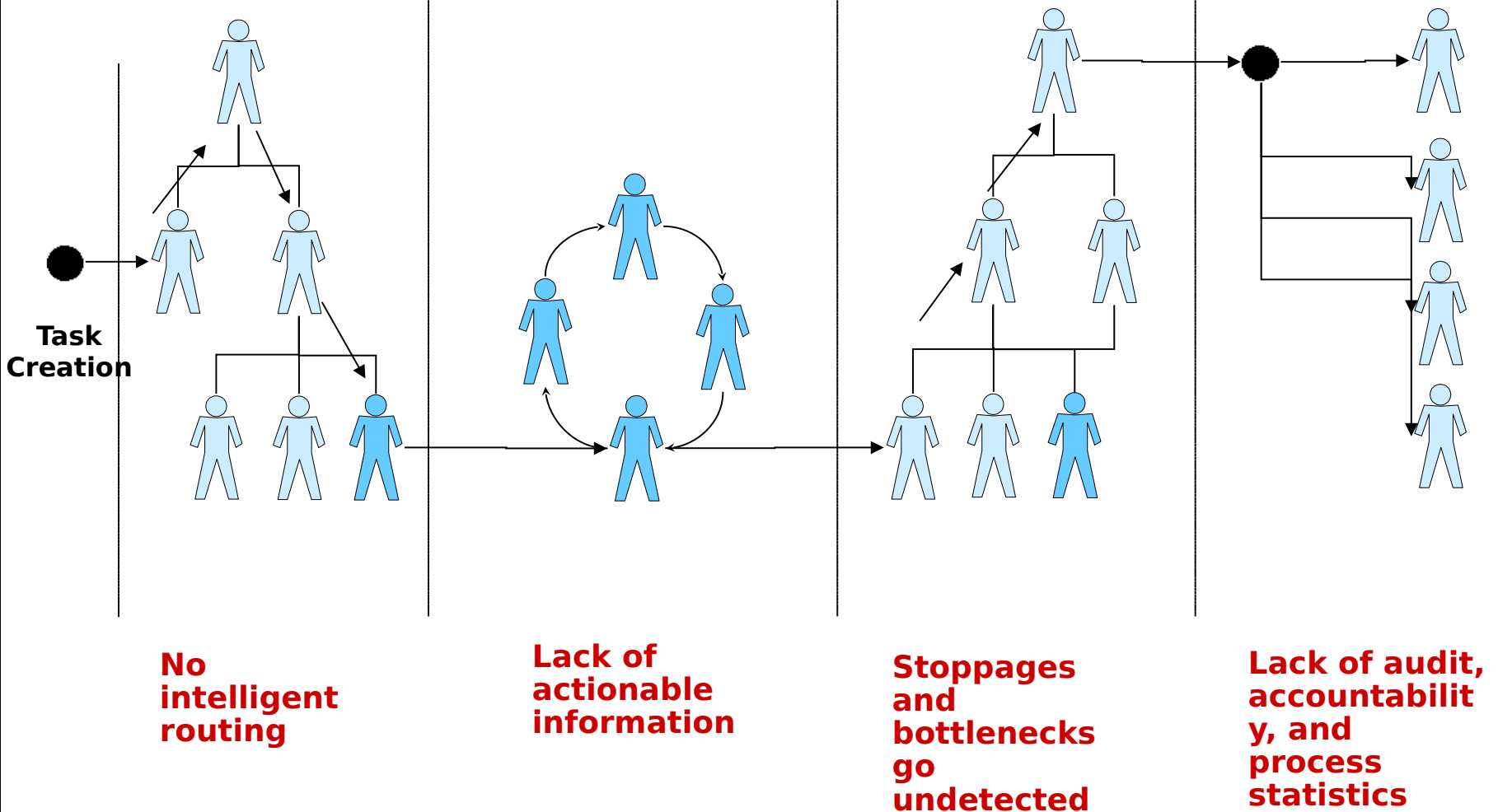
Today's Problem



Collaborative processes are hampered by:

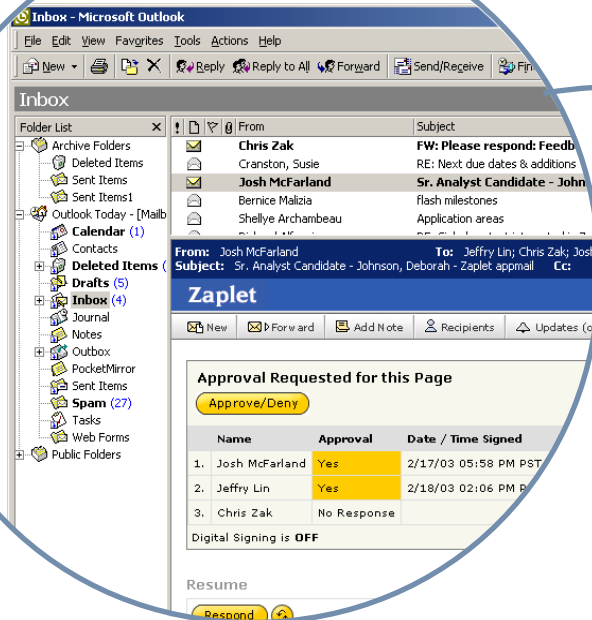
- Lack of structure and automation
- Little visibility into current step and status
- Lack of accountability and responsibility
- Inflexible applications; difficult to build &

Process Inefficiencies with Current Business Processes

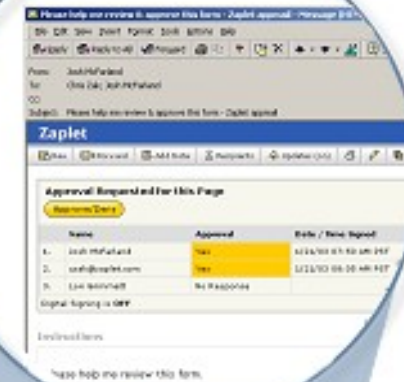


Zaplet Technology Breakthrough

Email inbox or web browser



Window to a secure server

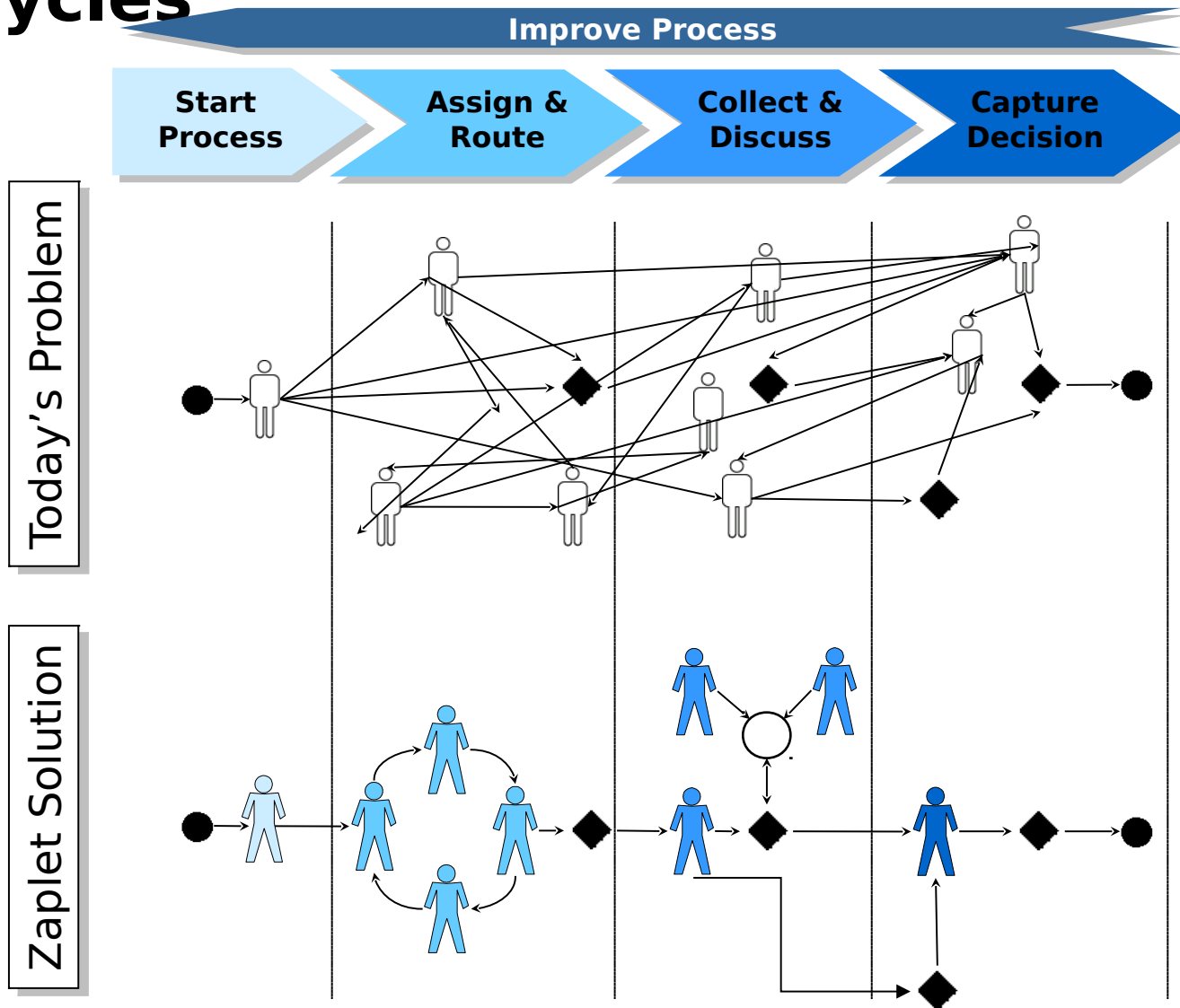


Task-based applications:

- Rapidly created without programming
- Used to automate business processes
- Delivered as an email message

Zaplet 3 Server

Zaplet 3 Streamlines Business Process Lifecycles



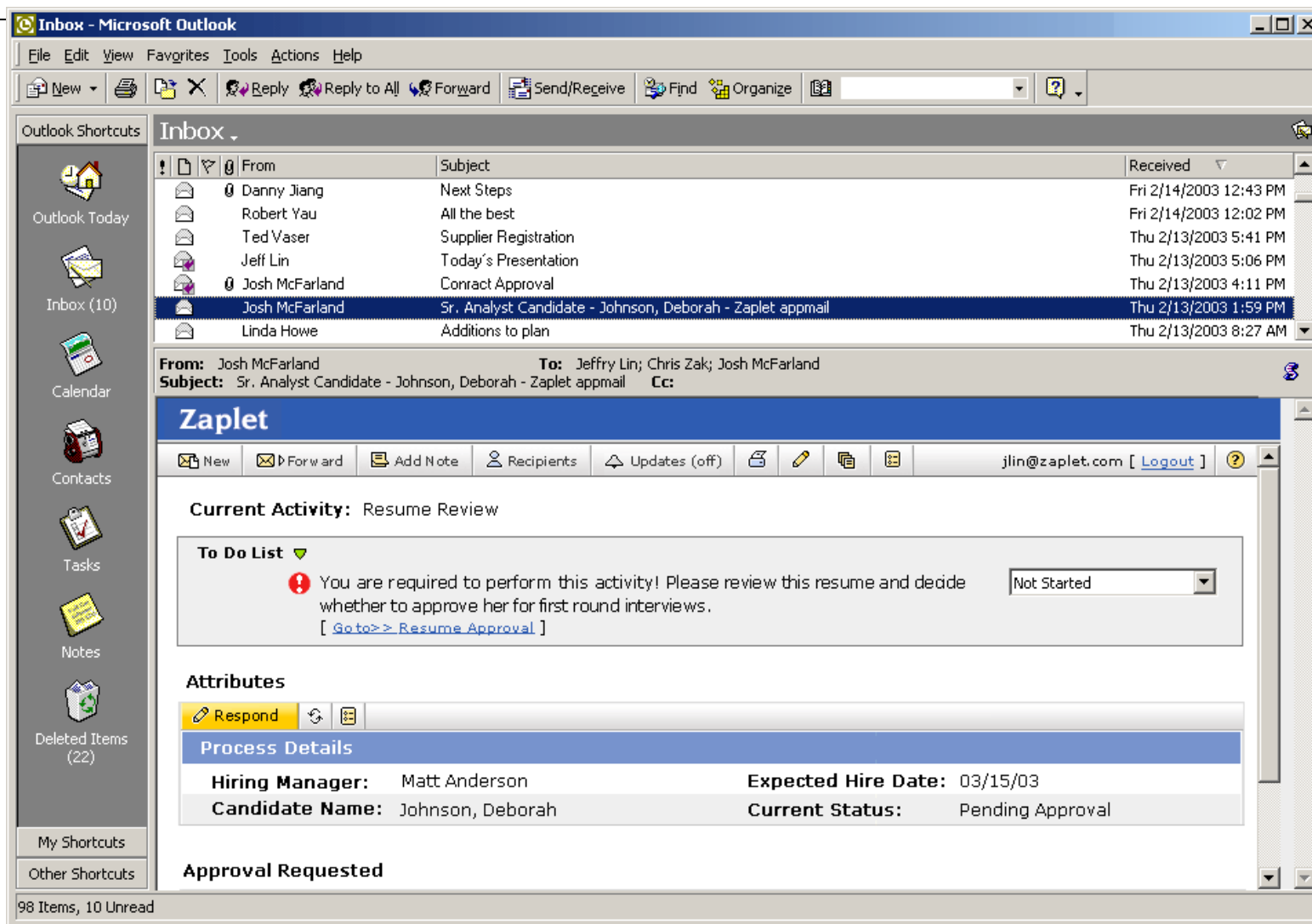
Zaplet Value Propositions

Zaplet 3 captures, implements and enforces business processes from within email

Zaplet 3 provides:

- Structured & actionable information
- Visibility and accountability
- Seamless & simple delivery via email
- Ability to flexibly & easily modify business processes

Zaplet Received in Inbox



Arrives in the inbox; no plug-in or client-side software required.

Message can be initiated by a person, enterprise application or database.

Zaplet Opened

- At time of opening, user is authenticated before contents are delivered
- Content always up-to-date; pulled fresh from server upon opening
- Workflow structures routing & flow of process

Zaplet

Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Attachments Delete Undo Redo

From: Josh McFarland
To: Jeffry Lin; Chris Zak; Josh McFarland
Cc:
Subject: Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail

Sent: Thu 2/13/2003 1:50 PM

Zaplet

New Forward Add Note Recipients Updates (off) jlin@zaplet.com [Logout] ?

Current Activity: Resume Review

To Do List ▼

! You are required to perform this activity! Please review this resume and decide whether to approve her for first round interviews. [[Go to >> Resume Approval](#)]

Not Started ▼

Attributes

Respond

Process Details

Hiring Manager:	Matt Anderson	Expected Hire Date:	03/15/03
Candidate Name:	Johnson, Deborah	Current Status:	Pending Approval

Approval Requested

Respond

	Name	Approval	Date / Time Signed	Notes / Comments
1.	Josh McFarland	Yes	2/17/03 05:50 PM PST	She has good experience with name-brand companies.
2.	Jeffry Lin	No Response		
3.	Chris Zak	No Response		

Resume

Respond

	#	Filename	Submitted By	Date	Version	Enable Vers.
▶	1.	Resume - Johnson, Deborah.doc	Josh McFarland	2/13/03 1:50 PM PST	1.0 (history)	Off (On)

Discussion

Respond

Name	Date / Time
Josh McFarland	02/17/03 5:56 PM PST

I'm particularly impressed by her tenure at IBM. A four-year stint is just enough to teach the benefits of structure and organization without the risk of making her too rigid and inflexible.

View 10 comments Go 1-1 of 1

Page Added by: Josh McFarland 2/13/03 1:50 PM PST

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Responding

- Respond from within the email
- Extremely time-efficient for participants
- Little to no training required for responding
- Changes are submitted back to server and can be integrated with other applications and databases

Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

From: Josh McFarland
To: Jeffry Lin; Chris Zak; Josh McFarland
Cc:
Subject: Sr. Analyst Candidate - Johnson, Deborah

Zaplet

New Forward Add Note

Current Activity: Resume Review

To Do List
! You are required to per whether to approve her
[Go to >> Resume Appr

Attributes
Respond

Process Details
Hiring Manager: Matt Anders
Candidate Name: Johnson, Del

Approval Requested
Respond

Approval
☒ Yes, approve
☐ Undecided
☐ No, do not approve

Note/Comments/Reason
I agree - Deborah's experience will be a great addition to this company.
☒ Send me a notification when others have responded.
OK Cancel

Done Internet

	Name	Approval	Date / Time Signed	Notes / Comments
1.	Josh McFarland	Yes	2/17/03 05:50 PM PST	She has good experience with name-brand companies.
2.	Jeffry Lin	No Response		
3.	Chris Zak	No Response		

Resume
Respond

#	Filename	Submitted By	Date	Version	Enable Vers.
1.	Resume - Johnson, Deborah.doc	Josh McFarland	2/13/03 1:50 PM PST	1.0 (history)	Off (On)

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View 10 comments Go 1-1 of 1

Page Added by: Josh McFarland 2/13/03 1:50 PM PST

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Zaplet Updated

- New responses are automatically reflected in Zaplet
- All participants see new data when Zaplet is next opened
- *"Current When Read"*

Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Attachments Delete Undo Redo

From: Josh McFarland
To: Jeffry Lin; Chris Zak; Josh McFarland
Cc:
Subject: Sr. Analyst Candidate - Johnson, Deborah - Zaplet appmail

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! You are required to perform this activity! Please review this resume and decide whether to approve her for first round interviews. [[Go to >> Resume Approval](#)]

Not Started ▼

Attributes

Respond

Process Details

Hiring Manager:	Matt Anderson	Expected Hire Date:	03/15/03
Candidate Name:	Johnson, Deborah	Current Status:	Pending Approval

Approval Requested

Respond

	Name	Approval	Date / Time Signed	Notes / Comments
1.	Josh McFarland	Yes	2/17/03 05:50 PM PST	She has good experience with name-brand companies.
2.	Jeffry Lin	Yes	2/18/03 02:06 PM PST	I agree - Deborah's experience will be a great addition.
3.	Chris Zak	No Response		

Resume

Respond

#	Filename	Submitted By	Date	Version	Enable Vers.
1.	Resume - Johnson, Deborah.doc	Josh McFarland	2/13/03 1:50 PM PST	1.0 (history)	Off (On)

Discussion

Respond

Name	Date / Time
Josh McFarland	02/17/03 5:56 PM PST

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View 10 comments Go 1-1 of 1

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Multiple Building Blocks Support a Variety of Functionality

Example Building Block:

Attachment Building Block supports check-in, check-out, and document versioning

The screenshot displays the Zaplet web application interface. The main content area shows a dialog box titled "View or Check Out File" for the file "Term Sheet.doc". The dialog explains that the file is version controlled and provides two options: "View file" and "Check out file". The "Check out file" option is highlighted with an arrow from the "Discussion" section below. The interface includes a left sidebar with navigation links like "New", "Forward", "To Do List", "Opportunity Info", and "File Attachment". The bottom section shows a table of file attachments and a discussion area.

View or Check Out File

This file is version controlled to allow the tracking of multiple revisions.

Filename: Term Sheet.doc

Choose a file option:

- 1. View file:** View the file without the ability to upload changes.
- 2. Check out file:** Save the file to your computer and make changes to it. This will prevent others from making changes to the document until you have checked the file back in.

[View File](#) [Check Out File](#) [Cancel](#)

#	Filename	Submitted By	Date	Version	Enable Vers.
1.	Term Sheet.doc	Josh McFarland	2/19/03 11:56 AM PST	1.0 (history)	On (Off)

Discussion

[Respond](#) [Refresh](#) [Add Comment](#)

[Name](#) [Date / Time](#) ▼

No comments have been received yet.

Dashboard offers Cross-Process Visibility and Awareness

The screenshot shows the Zaplet web interface. The top navigation bar includes links for New, Search, Reports, and Preferences, along with the user's email (jlin@zaplet.com) and a Logout button. The left sidebar contains a tree view of folders: Home, To Do, Zaplets (with subfolders like Inbox, Sent, Drafts, Folder 1, Folder 2), Templates (with subfolders like My Templates, Folder 1, Folder 2), Views (with subfolders like HR, Biz Dev), Trash, Public Templates (with subfolders like HR, Biz Dev), and Public Views (with subfolder like HR). The main content area displays the 'HR' dashboard, which includes a summary '(0 New, 4 Updated, 6 Total)' and a table of hiring managers and candidates. The table has columns for checkboxes, email addresses, candidate names, expected hire dates, and statuses. Below the table, there are controls for 'Move to folder...', 'Run Filter...', and 'Messages per page: 50 1-6 of 6'.

		Candidate Name	Expected Hire Date	Status
<input type="checkbox"/>	Hiring Manager			
<input type="checkbox"/>	Matt Anderson	Johnson, Deborah	3/15/03	Resume Review
<input type="checkbox"/>	Deborah Adair	Peterson, Doug	4/12/03	Interviewing
<input type="checkbox"/>	Lori Grimmert	Gyllenhaal, Jake	5/10/03	Resume Review
<input type="checkbox"/>	Danny Jiang	Nelson, Benjamin	5/27/03	Offer Outstanding
<input type="checkbox"/>	David Fowler	Solondz, Todd	6/12/03	Gathering Feedback
<input type="checkbox"/>	David Fowler	Larrison, Elizabeth	6/24/03	Interviewing

Web-based view of all outstanding processes

Intelligent Routing and Workflow

Simple tools allow Business Users to create and modify processes, saving costly IT time and money

The screenshot displays the Zaplet Application Development Environment, a web-based tool for creating and modifying workflows. The interface includes a menu bar (File, Edit, View, Help) and a toolbar with buttons like 'Edit Process' (circled in blue), 'Properties', and 'Help'. Below the menu is a tabbed interface with 'Template Designer', 'Process Builder', 'Participant Types', and 'Security'. The 'Process Builder' tab is active, showing a workflow diagram on the left and a 'Configuration Editor' on the right.

The workflow diagram on the left shows a process starting with 'Send Appmail', followed by a decision 'Goto EAL Review?'. If 'No', it goes to 'Reduce Number of voting members and recalculate vote', then to 'Approved?'. If 'Yes', it goes to 'SME Review', then to 'Request by Division Manager?'. If 'No', it loops back to 'Approved?'. If 'Yes', it ends at 'Task Completed'.

The 'Configuration Editor' on the right has three main sections: 'Process', 'Participant Types', and 'Appmail Components'. The 'Process' section shows a detailed flowchart with steps like 'Request', 'Admin Review', 'Complete?', 'LabMgr?', 'SME Review', and 'Approved?'. The 'Participant Types' section lists roles: 'requestor', 'adminReviewer', 'smeReviewer', 'ealReviewer', and 'ctoReviewer'. The 'Appmail Components' section shows a tree view with 'Application', 'Page 1', 'Text', 'File Attachment' (highlighted), and 'Discussion'. Below this is a table for 'All Configuration' with columns 'Type' and 'Responsibility'.

An 'Activity Wizard' dialog box is open in the foreground, titled 'Activity Wizard (1 of) Describe this Activity'. It contains the following fields:

- Activity name:
- Type of work to be performed in this Activity:
- Description & comments:

At the bottom of the dialog are buttons for '<< Prev', 'Next >>', and 'Cancel'.

Extraordinary Control and Security


Information sharing without loss of control.

Recipient is authenticated before content is delivered providing additional security over email.

“Applications” are not actually delivered to the inbox; just the “window” to the server.

Ancillary benefits: Non-forwarding, limited access, confirmed read, role-based access, self-destructing, guaranteed delivery.

User Types						
User Type/Anonymous			Full Control	Read and Respond	Read Only	No Access
Guests (Not registered or not logged in)			n/a	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Default for New Recipients (Added via forwarding)			<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Make Recipient Responses anonymous			n/a	n/a	n/a	n/a

User Settings						
			Full Control	Read and Respond	Read Only	No Access
	User Name	Email Address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Christie Dockery	cdockery@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	David Roberts	droberts@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	elvitsky	elvitsky@zaplet.com	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Eugene Levitsky	elevitsky@zaplet.com	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	Janeen Heilman	jheilman@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	John Burns	jburns@zaplet.com	<input checked="" type="radio"/>	n/a	n/a	n/a
	Kent Mitchell	kmitchell@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	s5	s5@s3lab.com	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	syee	syee@zaplet.com	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Apply

Summary

- Secure and intelligent Zaplet routing-delivers the right information to the right people
- Zaplet Actionable Information is time-efficient and effective for participants
- Zaplets are highly convenient, require little to no training, and have few adoption barriers
- Zaplet visibility and awareness offer rapid detection of process stoppage, inaction, and bottleneck detection for rapid recovery

Zaplet software offers a more secure, efficient, and transparent way to automate business processes, by enabling you to rapidly create and deploy task-based applications within email